

STOCKBRIDGE-MUNSEE COMMUNITY
PROCEDURE FOR ELDERLY SERVICES COMPLAINTS

PURPOSE OF Procedure: The Stockbridge-Munsee Community Elderly Services Office honors, respects, and protects its Elders. We recognize our Elders possess unique and irreplaceable stores of knowledge, skill, and experience that enhance and enrich the lives of the entire Community. To that end, we value a process for our Elders to voice their concerns—be they verbal or in writing. The Office is committed to resolving complaints as the earliest possible stages. Accordingly, the internal process outlined herein is designed to promote problem solving on a personal level.

It is therefore the procedure of the Office that any complaints received will be resolved in a timely, reasonable, and consistent manner. The Tribe reserves the right to make such modifications to the process as it deems necessary.

PROCEDURE:

1. Filing a Complaint.

- a. Complaints should be filed with Stockbridge-Munsee (SM) Elderly Services Office staff as soon as possible after the alleged incident and no longer than fifteen (15) calendar days from the date of the alleged incident giving rise to the complaint. Prompt filing results in a more accurate and effective investigation and resolution to the issue.
- b. Complaints shall contain the date of incident, the complainant's name, address and phone number, the Office staff's name who took the complaint and all other pertinent information. Complaints may be oral or written. However, complainants should be encouraged to use the Complaint Form attached to this policy.
- c. Complaints may be filed by means of:

- i. An oral complaint with Office staff;
- ii. A written complaint with Office staff;
- iii. An anonymous written complaint through the suggestion box located at the Stockbridge-Munsee Elderly Meal Site. The Stockbridge-Munsee Elderly Steering Committee reviews, on a monthly basis, all comments submitted to the Suggestion Box and the Office Manager is responsible for addressing.
- iv. Alternatively, if complainants prefer, they may mail their complaint directly to any and all of the following:

Stockbridge-Munsee Elderly Services
Attn: Manager
P.O. Box 70
Bowler, WI 54416

Attn: Director of Economic Support
Stockbridge-Munsee Community
P.O. Box 70
Bowler, WI 54416

Stockbridge-Munsee Community
Attn: Tribal Administrator
P.O. Box 70
Bowler, WI 54416

2. **Addressing Filed Complaints.** In all cases of filed complaints (oral or written), Office staff shall be committed to responding in a timely, reasonable and consistent manner.

- a. All complaints received by the Office shall remain in confidence. If other identified persons, including Elders, are the subject of the complaint, the Office shall not reveal the identity of the complainant. The Office shall also not reveal the identity of the person who is the subject of the complaint, if applicable, to those not directly involved.
- b. All written complaints received by SM Elderly Office staff shall be date-stamped and forwarded to the Office Manager on the date received.
- c. All oral complaints shall be converted to written form utilizing the Complaint Form by Office staff and shall contain the statement "Complaint conveyed to SM Elderly Service Office staff orally." Office staff shall then date stamp the document and forward to the Office Manager on the date communicated by complainant.
- d. The Office Manager shall make every effort to review all complaints within three (3) calendar days of receipt of the complaint.
- e. Unless a complaint is filed anonymously, the complainant will be contacted and a face-to-face meeting will be scheduled within the timeframe outlined in Section 3.d above to address the complaint. The goal of the meeting shall be to reach a mutual understanding of the facts and concerns underlying the complaint so as to reach a respectful resolution.
- f. The Office Manager shall then notify the complainant in writing of the investigative outcome of all complaints. This will be done within seven (7) calendar days after the face-to-face meeting unless additional time is needed for resolution. If the face-to-face meeting does not take place, the Manager shall document in writing the findings for the face-to-face meeting not taking place and shall move forward with a written response from the date of those findings. If additional time is needed,

the complainant will be notified in writing. Notification shall generally include the:

- i. Name of the Stockbridge-Munsee Community Elderly Services Office contact person who can provide additional information;
 - ii. Steps taken to investigate the complaint;
 - iii. Result of the complaint process; and
 - iv. Date of completion.
 - v. Additional contact information as need.
- g. The Office Manager shall also provide a copy of the written notification to the Director of Economic Support.
- h. All decisions with regard to the resolution of complaints shall be made by the Office Manager and shall be final.

3. **Complaints involving allegations of suspected Elder abuse, neglect (including self-neglect) or exploitation under tribal law Chapter 66 require:**

- a. The SM Elderly Services Office to take action upon receipt of a report of suspected cases of abuse, neglect or self-neglect, or exploitation of an Elder by documenting any reported incident and notifying appropriate agencies.
- b. The Office shall work in conjunction with other appropriate agencies in the delivery of Elder protection services.
- c. See Stockbridge-Munsee Tribal Law Chapter 66 Elder Protection Code for additional information for Office responsibilities under tribal law.